

JETSTAR STATEMENT FOR STATELINE

Jetstar has made considerable investment in its fatigue management systems. Jetstar is continuing to invest and build in this important area, in line with a global best practice risk management approach. We continue to assess our operations in light of our fatigue management system that shows safety is always our first priority.

Jetstar has the same high standards of fatigue management as the rest of the Qantas Group, and we take both Pilot and Cabin Crew fatigue extremely seriously.

Jetstar rosters all duties including Cabin crew in accordance with the duty limitations and minimum rest periods specified in the relevant Enterprise Bargaining Agreement/s, or other contract/s, negotiated with and agreed to by the various representative bodies.

IN REGARDS TO SPECIFIC QUESTIONS:

Why does Jetstar employ staff out of Bangkok through a company called Tour East. Why not employ them through Jetstar?

Jetstar does not have an entity in Thailand. This is a common arrangement across our international operations whereby we partner with a local company with expertise in employment in the local market.

Given that Tour East is Qantas owned, why aren't they simply employed by Jetstar?

Jetstar does not have an entity in Thailand. Tour East is not Qantas owned. Qantas has a minority share. The reason Jetstar chooses to partner with Tour East for employment is outlined above.

Why does the Thai based contract for cabin crew say in clause 9.2 *The Planned Limit and Operational Extensions may be extended by the Employer*. Doesn't this, in effect place no limit on the hours crew can work?

No, this is not correct. Jetstar has clearly established duty limitations that are consistently applied regardless of where our cabin crew are based.

Why was it changed from a previous contract for Thai based cabin crew that said *The Planned Limit and Operational Extensions may be extended by agreement between Tour East (T.E.T) Ltd and the Employee.*?

This is a wording change only and has the same meaning – the employer is Tour East.

Is it true that Brisbane Jetstar crew are over-nighted when they fly the Brisbane-Perth route? If so why are Sydney crew not over-nighted when they fly Sydney-Perth?

Yes. Jetstar has rigorous processes in place to manage fatigue risk, and we closely monitor our operations on an ongoing basis. Due to the length of duty, crew who operate Brisbane-Perth overnight in Perth. A Sydney-Perth return service is of less duration and crew do not overnight in Perth. Fatigue risk management is a complex system that considers many factors when looking at these types of rostering patterns.

Why does jetstar have as part of their contract with Bangkok cabin crew a provision that if staff quit or are dismissed they have to pay up to 45,000 BHT? This provision is not in any contract with Australian based staff. Is it fair the Thai crews have it in their contracts?

Some of our international cabin crew are required to pay a bond as a compensation for investment in training, if a cabin crew member leaves within two years of employment. This is a locally based arrangement that reflects the local market conditions, which includes competitive recruitment amongst numerous international airlines seeking trained cabin crew.

Why were five Thai based crew threatened with dismissal after pulling out of flying on JQ 35 after complaining of fatigue?

Jetstar takes fatigue extremely seriously and actively encourages cabin crew to report any instances of fatigue.

All cabin crew and pilots operate under the Jetstar fatigue management system irrespective of their country of employment and Jetstar has clearly established duty limitations that are consistently applied regardless of where our cabin crew are based.

We are aware that five Thai based cabin crew recently did not operate an international tag flight on 22 April 2011. Jetstar has a very open reporting culture and we encourage all employees to report any instances of fatigue. Jetstar does not require employees who are fatigued to operate a flight, and this is clearly demonstrated by our decision to cancel the flight in question. We are aware that Tour East communicated to our cabin crew inconsistent to Jetstar processes and views. This is not supported by our airline and Jetstar has communicated this to our supplier.

Should staff be able to pull out of a flight if they feel that fatigue is compromising their ability to handle an emergency situation?

Yes. Safety is our number one priority and we have an open culture of reporting issues. If a member of our crew is too fatigued, then they should not operate the flight, and we communicate this openly.

Further to my questions I've been told Thai based crew don't get sick pay, don't get overtime and get half the annual leave of their Australian colleagues. (3 weeks). I've also been told that annual leave is paid at a reduced rate (seven Australian dollars a day.)

Cabin crew are employed under local employment laws dependent on where they are based.

For example, Australian cabin crew are employed under Australian employment law. New Zealand-based cabin crew are employed under New Zealand employment law. Thailand-based cabin crew are employed under Thai employment law.

Under local Thai employment law, Thai based cabin crew receive overtime payments and get 3 weeks annual leave. They also receive their base pay, plus an additional payment, for the duration of their annual leave. They do not receive payments for sick leave.